

**DATED**

November 2018

# **CLIENT COMPLAINTS POLICY AND PROCEDURE**



**Beverley Morris & Co.**  
S O L I C I T O R S

## **Our complaints policy**

- 1.1 Beverley Morris & Co. is committed to providing a high-quality legal service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

## **Our complaints procedure**

- 1.2 If you have a concern or a complaint, please contact us as soon as you are aware of the problem so this may be addressed.
- 1.3 We have eight weeks to consider your complaint. If we have not resolved it within this time, you may complain to the Legal Ombudsman.

## **What will happen next?**

- 1.4 We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
- 1.5 We will then investigate your complaint. This will normally involve passing your complaint to our Client Care Partner, Beverley Morris, who will review your matter file and speak to the member of staff who acted for you.
- 1.6 Beverley will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. She will do this within 14 days of sending you the acknowledgment letter.
- 1.7 Within three days of the meeting, Beverley will write to you to confirm what took place and any solutions she has agreed with you.
- 1.8 If you do not want a meeting or it is not possible, Beverley will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgment letter.
- 1.9 At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. We may at this stage arrange for another partner to review the decision.
- 1.10 We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

- 1.11 If you are still not satisfied, you may then contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ, [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or call 0300 555 0333 about your complaint.
- 1.12 Any complaint to the Legal Ombudsman must usually be made:
- within six months of your receiving a final written response from us regarding your complaint; or
  - six years from the date of the act or omission about which you are complaining;
  - or three years from when you should reasonably have known there was cause for complaint.
- 1.13 The Legal Ombudsman has provided further guidance on its service at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).
- 1.14 If we have to change any of the timescales above, we will let you known and explain why.